

NOV 04 2003

OFFICIALRESPONSE UNDER 37 C.F.R.
§1.116 EXPEDITED PROCEDURE
EXAMINING GROUP 2172**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****Applicants:** Debra Beibesheimer, et al.**Examiner:** Isaac M. Woo**Serial No.:** 09/778,378**Art Unit:** 2172**Filed:** February 7, 2001**Docket:** YOR920000766US1 (14069)**For:** CUSTOMER SELF SERVICE SUBSYSTEM
FOR CLASSIFYING USER CONTEXTS**Dated:** November 4, 2003Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT UNDER 37 C.F.R. §1.116**

Sir:

Responsive to the Final Rejection dated August 4, 2003, Applicants respectfully request the Examiner to reconsider the application in view of the following amendments and remarks.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: November 4, 2003
Steven Fischman